

AGENDA

1:00 – 1:45 pm	<u>Staff Presentation</u> <ul style="list-style-type: none">• Purpose of Meeting & Context• Overview of By-law Operation in Burlington• Current Issues & Ramifications• Barriers to Success
1:45 – 2:15 pm	Questions/Discussion
5 MIN BREAK	
2:20 – 3:20 pm	<u>Consultant Presentation</u> <ul style="list-style-type: none">• Findings to Date
3:20-4:00 pm	Questions/Discussion

PURPOSE OF MEETING

- Provide Council with an overview of challenges with by-law services in Burlington prior to a report on any recommended long term plans
- Obtain further feedback from Council on their vision for strategy of by-law services

BACKGROUND

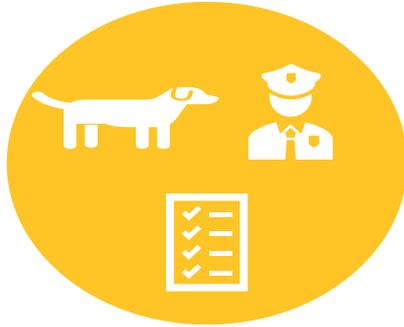
Staff Direction (February 28, 2019)

- *Direct the Director of City Building to investigate efficiencies of consolidating bylaw services and report back to council with a proposal for the 2020 budget. (SD-05-19)*

Consultant Assignment via Provincial Audit & Accountability Fund II

- *Report to Province Due December 1*

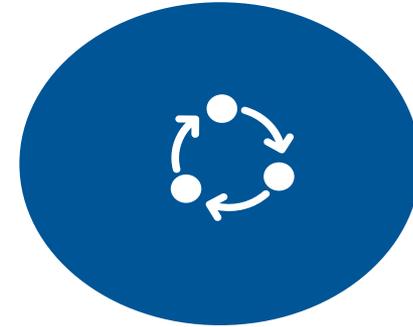
PURPOSE OF ENFORCEMENT



PUBLIC SAFETY,
CONSUMER PROTECTION,
MAINTENANCE
STANDARDS



COMPLIANCE,
EDUCATION &
ENFORCEMENT

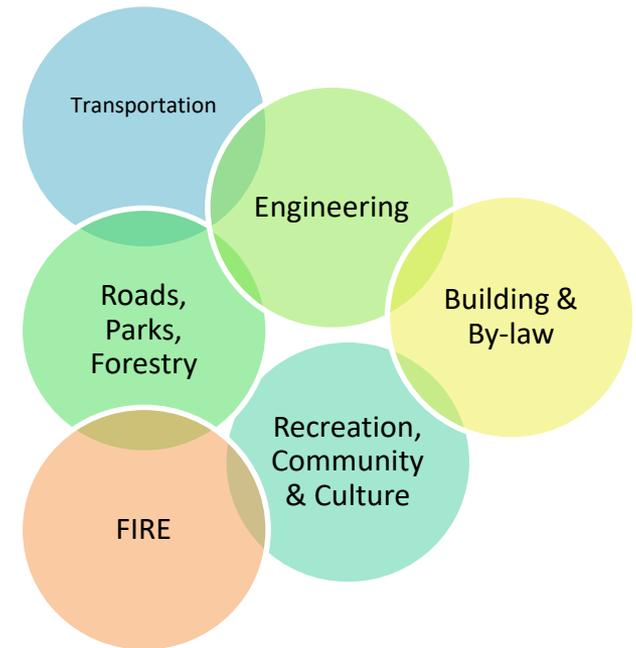


DELIVER INNOVATIVE
AND EFFICIENT
CUSTOMER SERVICE



ENFORCEMENT IN BURLINGTON

- Responsibility for by-law enforcement is scattered across many departments in the city as well as external agencies (e.g. Region of Halton, Halton Regional Police Service)
- Officers include internal city employees, external contractors and private security agents

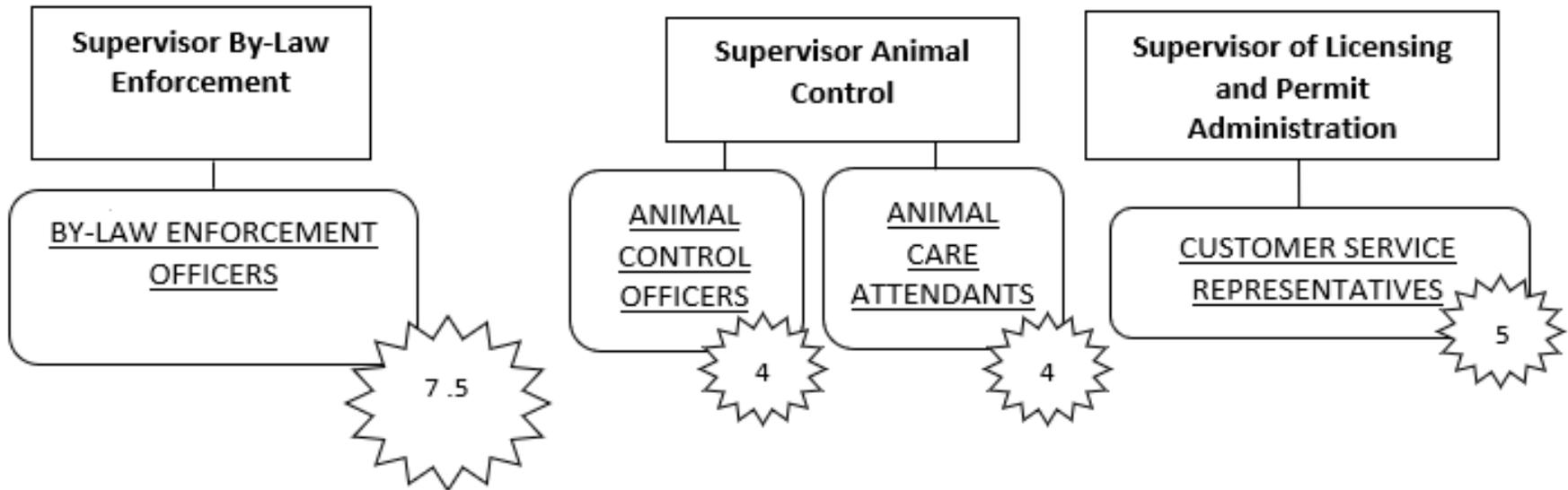


ENFORCEMENT IN BURLINGTON

City currently utilizes two methods for prosecution:

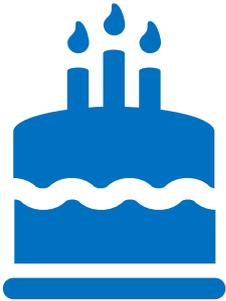
- the Provincial Offences Act (POA) process
 - (Part 1 & Part 3)
- Administrative Monetary Penalty System (AMPS) in prosecutions
 - (Part 2 - Parking Services).

BY-LAW, ANIMAL CONTROL & LICENSING SECTION



KEY PERFORMANCE INDICATORS

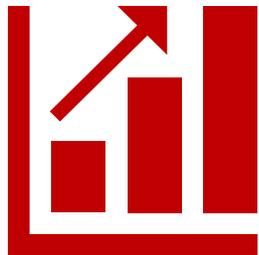
Avg By-law Age
10 Years



- # Officers Per Population
- Burlington – 1 per 27,461
 - Milton – 1 per 12,232
 - Oakville – 1 per 10,065
 - Halton Hills – 1 per 7,333



**Time to
Action
Request
3 -10 DAYS**



**7% =Average
Annual Rate of
Enforcement
Request Increase**

17
out of
45

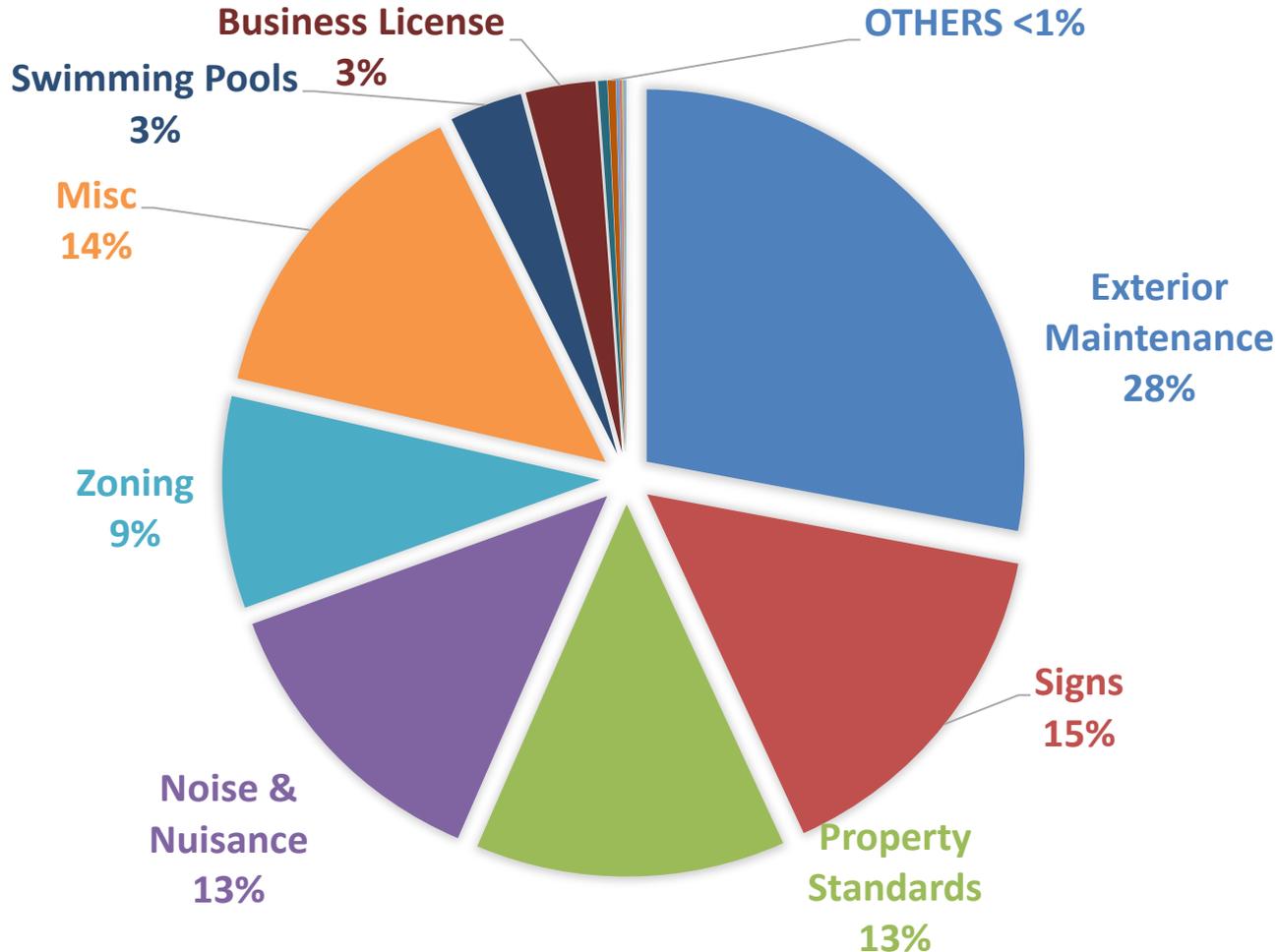
By-laws enforced
by Building &
By-law
Department

TOP ENFORCEMENT REQUESTS

TOP REQUESTS FROM CRM:

- Access to Information
- Business Licensing
- Exterior Lot Maintenance
- Animal Control
- Property Standards
- Noise

TOP ENFORCEMENT INVESTIGATIONS



ISSUES WITH CURRENT STRUCTURE

1. Customer Confusion (internal & external)
2. Lack of Enforcement
3. Lack of Ownership
4. Inability to address emerging issues

IMPACTS TO CITY OPERATIONS

Customer Expectations



IMPACTS TO CITY OPERATIONS

- Increased/Unforeseen Costs & Liability



IMPACTS TO CITY OPERATIONS



BARRIERS TO FIXING

- Poor data, outdated technology that requires outside support to collect
- No policy support
- No capacity in staff resources to research & analyze

QUESTIONS/DISCUSSION

